

Section VI
2014 MCDA
PROGRAM SPECIFICATIONS/GUIDELINES
NUTRITION SITE SUPERVISION SERVICES

Service Delivery Guidelines

Applicants for Milwaukee County Department on Aging (MCDA) funding to provide **Programs and Nutrition Site Supervision Services for the Milwaukee County's Senior Meal Program's sites** must comply with and incorporate within program operations the following service specifications and guidelines. Applicants must include a description along with measurable objectives and outcomes of how they will meet specific guidelines, program activities, and provider responsibilities in the indicated section(s) of **Exhibit I, Description of Proposed Programs and Services**.

Program Description

The Senior Meal Program provides hot nutritious meals to groups of eligible older adults in community settings throughout Milwaukee County. The intended purpose of the program is to improve participants' lives by providing healthy meals, and by providing opportunities for social, educational and recreational activities. These community settings are generally within senior centers, elderly housing complexes and churches. These facilities act as hosts for the program through established memorandums of agreement with MCDA. The contracted service provider must act as a liaison between the management of these facilities and the MCDA, but is not responsible for the associated operational costs of these host facilities. For the meals, caterers provide food and supplies to the dining locations through established contracts with MCDA. The contracted service provider must act as a liaison between MCDA and the caterers, but are not responsible for the costs of the food and supplies for the meal service.

The MCDA is seeking proposals from Service Provider Agencies that will function under the authority of MCDA's overall policy decisions, and that will meet or exceed the required services for the participants in the meal program as outlined within these Program Specifications/Guidelines for Nutrition Site Supervision Services.

Site allocations are solely at the discretion of MCDA, and it is the intent of MCDA to contract with one agency for site supervision services at the following selected site(s). One agency will be selected to manage one **(1) site**—

Milwaukee Christian Center

This site operates 5 days per week preparing and serving a Southeast Asian style meal except during the months of June through September, when participants dine Fridays at Washington Park. This site will be managed using this program specifications/guidelines as well as the attached catering specifications to be followed for the on-site meal preparations that are done for the Southeast Asian meals.

Program activities which the applicants must provide include, but are not limited to site management, food service, social service activities, special events, record keeping and program data information collection and compilation, advocacy, and site monitoring.

1. Program Activities

A. Food Service General

Nutrition sites must be open for meal service five (5) days per week, fifty-two weeks per year, except for on major Holidays. Occasionally, individual sites may close if a conflict arises with the facility that hosts the site. Notification to MCDA and the caterer is required using the forms provided by MCDA. All sites are to serve lunch at 11:30 a.m. on a normal basis.

1. Food for all meal sites shall be “bid” according to the policies and procedures of the Procurement Division of the Milwaukee County Department of Administration. Awards will be made to those food caterers who meet the standards and specifications according to Milwaukee County procedures and policies. Meals shall adhere to the specifications developed by Milwaukee County. All meals served must provide a minimum of one-third of the recommended daily allowance for adults. All meals must be prepared in accordance with the menus developed by the Milwaukee County Senior Meal Program Director.

B. Food Service Responsibilities of Provider(s)

1. Maintain the Senior Meal Program’s standard reservation system.
2. Follow the Policy and Procedure manual provided by MCDA.
3. Maintain choice of menus, milk, and diabetic dessert options at all nutrition sites.
4. Order meals to ensure that there will be no over-ordering of meals, and ensure that meals ordered from the caterer match the reservation sheet counts.
5. Meals may be under-ordered based upon actual experience that includes excessive leftover meals due to high no-shows.
6. Ensure that meals ordered reconcile with the daily reservation sheets.
7. Ensure that each site’s daily reservation sheets are reconciled with that site’s Daily Activity Reports and the meals-ordered records.
8. On a daily basis, monitor quality, quantities, temperatures and timing of meals provided by caterers to ensure adherence to

Milwaukee County standards and specifications with the caterer.

9. On a daily basis, monitor portion control to ensure that requirements of the Older American's Act and MCDA are met.
10. On a daily basis, monitor sites for adherence to and maintenance of all health policies and sanitation practices as specified by City of Milwaukee Health Department and/or Municipal Health Departments, and State of Wisconsin Dept. of Health and Family Services, Bureau of Aging.
11. On a daily basis, monitor serving of meals to ensure portion control and sanitary and aesthetically pleasing service.
12. Resolve directly with the caterer any daily catering problems as they occur, such as shortages, food and supply problems, insufficient temperatures, inadequate portions, late delivery of meals, improper delivery of meals, poor quality of meals, etc.
13. All meals that are delivered by MCDA designated caterers to the Provider's sites shall be billed directly by the caterers to the MCDA, Senior Meal Program, at up to the approved bid price for each payable meal. (Providing that the number of meals served does not exceed the money allocated for meals in the federal grant and budget.) The cost of meals under this agreement shall not exceed the actual price of meals as determined by bid. Providers are required to report the totals for meals served as well as amounts ordered, received and payable when completing the Daily Activity Reports. MCDA reviews these reports to reconcile the numbers on the invoice received from the caterer(s).
14. Providers shall advise the MCDA Senior Meal Program Director of daily problems as they occur through documentation on the Daily Activity Reports; emergency or unusual situations require immediate notification to the MCDA to assist in resolutions.
15. Under this agreement, providers shall serve one meal a day per person at the community sites.
16. All receipts, records and invoices for food ordered by the Providers shall be made available upon request for review and verification of authenticity by the Milwaukee County auditor and/or MCDA staff.
17. Providers and their employees shall comply with all federal, state and local laws and regulations governing licensing as required by law; and shall post such licenses, permits and cards in a prominent place within the meal service areas, as required.
18. In the event that the caterer(s) fail to deliver according to their specifications any meal or meals or other food, as agreed upon, Providers shall have the authority on their own and with their own

monies, to procure comparable meals or foods elsewhere (that meet 1/3 of the RDA), and directly charge to their caterers the cost of such replacement meal or meals or other food, plus any expenses incurred by the Providers in procuring such replacement meal or meals or other food. The MCDA Senior Meal Program Director is to be made aware of this type of incident through immediate notification.

19. Providers shall maintain such records, supported by invoices, reservation sheets, daily activity reports, catering receipts, etc. as the County will need to meet its responsibilities under the Commodity Agreement and Federal and State reporting requirements.
20. The books and records of the Providers shall be retained for a period of four (4) years. Nutrition program records and reports shall be made available for audit, assessment, or inspection by authorized representatives of the AAA, Wisconsin Bureau of Aging and Disability Resources, the USDA and general accounting office at any reasonable time and place.
21. Providers shall advise the MCDA Senior Meal Program Director, and their caterers at least one week in advance, of any site closings or changes in normal site procedures or operations. MCDA's Site Closing Forms must be completed.
22. Providers shall indemnify and hold harmless the County against any loss or damage (including attorney's fees and other cost of litigation) caused by the negligent acts or omissions of the Providers agents or employees.

C. Service and Program Activity Responsibilities of Provider

1. The following programming ideas are strongly recommended to be provided at nutrition sites. If the Senior Meal Program is located within a facility or Senior Center that is already conducting presentations, classes and activities, the Service Provider should actively coordinate with the Center's Activity Director to invite diners to participate in the scheduled programs. Activities promoted to diners should most often be those that are free of any charges and would not interrupt diners while they are actually eating their lunches. Activities that require collections of small fees for supplies etc., could be advertised or implemented with diners, as long as none are pressured to participate, or otherwise, often left out of activities because of the lack of ability to pay. Occasional fund raising events like craft sales may take place if the diners wish to initiate these events to create funding for special parties, decorations or events. Service Provider's would be responsible for collecting, securing, documenting and banking all funds within their own accounting systems and bank and then report total funds collected on the monthly expenditure report to MCDA. Social activities need to be of interest to the participants and enhance meal site participation. Consideration should be made based on the needs of the participants at each particular site.

MCDA is strongly committed to the nutritional effectiveness of the program and to the social benefits of the program. The services provided should include but are not be limited to:

- (a) Recreational and social activities
- (b) Educational programming (health and well-being, educational presentations, etc.)
- (c) Health screenings; exercise and weight-training programs
- (d) Benefit specialists assistance and legal counseling
- (e) Arranging bus trips/outings/picnics/special events/dances
- (f) Nutrition education is required minimally four times per year
- (g) Nutrition counseling
- (h) Information and referral
- (i) Advocacy for Seniors
- (j) Marketing/Outreach Activities to increase participation
- (k) Innovative Programs to attract new participants
- (l) Other services to enhance the nutrition, health and well-being and lives of the older adult participants served in the program and reduce their isolation.

2. In addition to programming as specified in item #1 above, the provider should conduct annual assessments of their individual meal site(s), which should include: evaluating the community environment and meal site program areas requiring improvement; developing/continuing short and long term plans to enhance meal site participation; and assessing the long term viability of the meal site. Specific recommendations and achievements should be submitted to the MCDA Nutrition Coordinator in an end of the year annual report format if requested by the SMP Director.

3. For-profit agencies, organizations, groups, and sales personnel should not usually be used for programming. For example, nutrition program participants cannot be charged a fee to attend any activities or programs. Products or services cannot be sold to diners during the operational hours of the program. Programs need to be educational in nature, and only business cards/flyers can be provided to participants, afterwards. Presentations need to be carefully scrutinized to ensure the safety and security of the participants. Outside organizations that provide speakers or activities at the sites should be sought out, and should generally be those types of organizations that are not- for profit, providing free information to older adults as a part of their mission.

4. A reasonable number of program related items such as small pieces of equipment, materials, decorations, plastic tablecloths, books, games, brochures etc., may be budgeted per site with contract funds within reasonable limits and the funds available. These would be allowable as site programming and activity enhancements to attract diners to the sites and aid in promoting education or socialization. **(Include descriptions in Section 2.0 of Exhibit 1 and 4.0 Budget Summary)**

5. From the recommended list of services, a through l, Service Providers must design and implement a sufficient number of programs and activities that will

address the nutrition, health, social needs, and well being of the older adult participants. Participants should play an active role in suggesting topics and times desired. The provider should collaborate with other nutrition site providers and encourage collaboration amongst sites they oversee, in order to share ideas, speakers and schedules. For example, a joint picnic, involving 2 or more sites may be feasible. Programs should encourage participants' independence, health and well being by giving them the information needed by older adults. **Provide within this proposal, at minimum, a list of six (6) service areas and descriptions of topic ideas for each area and a tentative schedule for implementation. For meal sites that are within facilities that already have many activities planned, please indicate how diners will be actively invited to participate.** Emphasis should be placed on those service areas that promote socialization, increase nutrition education, and increase participation. Responses to **Program Goals and Objectives** (to be included in Section 2.0 of Exhibit 1) will be examined for specific objectives and outcomes that promote and address these areas. Service Providers will be required to submit a monthly report (forms are provided by MCDA) and need to document daily activities on the Daily Activity Report.

6. Plan and coordinate all programming at sites including the scheduling of speakers, room arrangements, etc.
7. Coordinate these activities, when appropriate, with Senior Center personnel.
8. Monitor and track services and activities for reporting purposes.
9. Refer to the Nutrition Council By-Laws (provided by MCDA) and hold bi-annual elections for Nutrition Council representatives and alternates at each site. Provide a written list with names, addresses and phone numbers of representatives for each site to the MCDA. Service Provider and elected representatives should regularly attend quarterly Nutrition Council meetings as implemented by MCDA. Service Provider is to implement quarterly Site Council meetings at each individual site by assisting the Site representatives in planning and scheduling such meetings in order to report on Nutrition Council activities to site participants. Attendance logs should be maintained by the Service Provider, but minutes are not required.
10. Be actively involved in the activities and advocacy efforts of the Milwaukee County Commission on Aging.

D. **Special Events**

In addition to having on-going social services (detailed in C above) as part of a broad spectrum of services provided for the older adult participants in the Senior Meal Program Community Sites, there may be special events initiated by the Milwaukee County MCDA that may include:

- (1) Special Holiday Dinners
- (2) Box Lunches for Special events
- (3) Ethnic Fests
- (4) Volunteer Recognition Diner
- (5) Golden Idol Competition

- (6) Nutrition Programs provided by UW Extension
- (7) Assistance in Community Supplemental Food Program, Stock Food Boxes or Farmers Market Vouchers.

Providers shall provide supervision services as needed for all appropriate events. Providers and MCDA shall work together to develop a plan that will best meet the conditions of each event to ensure that the older adult participants receive the best possible service. In addition, MCDA will assist in any special event endeavor where appropriate.

E. Site Management

1. Service Providers must manage their sites to ensure that there is on-site supervision at their specified nutrition site(s) during the hours of operation. Currently, the memorandum of agreements with host facilities allow a 4-hour time span for operations of the Senior Meal Program within their buildings. Depending on the delivery time from the caterer, some sites are currently operating from 9:00 a.m. to 1:00 p.m., and others from 9:30 a.m. to 1:30 p.m. Service Providers must clearly state within their proposals their intentions for hours of operation. The Service Providers management must also conduct training, monitoring, evaluation, banking, and record keeping for each site that would require time outside of the normal hours of operation.

2. Service Providers management are responsible for depositing contributions in a MCDA designated bank account. Sites are to take a deposit to the bank minimally once a week. Agencies with multiple sites must put in place a system where cash boxes are collected on the same day that a site visit by the Service Providers management is scheduled. When a cash box is not being picked up for a deposit at the bank, agencies are responsible to ensure that the locked cash boxes will be secured overnight in a safe kept in a locked closet, office or storage room at the site. Safes are to be purchased by the Service Provider. Locked cabinets on the host facility premises and belonging to the host facility also may be used if the Service Providers staff are the only ones with access to such a cabinet. Otherwise, locked cabinets may be purchased by the Service Provider to be used for their own purposes at the facility.

When going to the bank, the teller will open the cash box with a key kept at the bank. The checks and monies should be counted by the bank employee and viewed and verified by the Service Provider. The deposit slip should be completed by the bank employee and then validated to indicate the deposit amount. After the deposit, the teller is to lock the cash box and then give it to the Service Provider along with two (2) duplicate copies of the deposit slip and one (1) deposit receipt. The Service Provider is responsible to check that the validated deposit amount matches the written recorded deposit amount before leaving the bank. The Service Provider is to record the deposit amount on the Daily Activity Report on the Same Date that the deposit slip is validated with. One copy of the deposit slip and the receipt are to be attached to back of the week's packet of Daily Activity Reports that are turned in to MCDA by every Monday. The Service Provider is to keep the other duplicate deposit slip with their copies of the week's Daily Activity Reports. MCDA will provide letters and cash box keys for

Service Providers to take to various bank branches when starting at new bank branches or changing boxes from one bank branch to another.

3. Act as a liaison between the hosting facilities, caterers, the nutrition sites and the Commission on Aging/MCDA.
4. To be responsible for regular care and cleaning of all equipment, ovens, counters, storage and serving areas; clearing of tables; and the cleaning of tables, chairs and benches. Foodservice equipment is provided by MCDA, such as carts, scales, thermometers, cash boxes, heating units or stoves, and hot and cold holding equipment as needed. MCDA will pay for these replacements and/or repairs if needed. Tables, chairs, coat racks, desks and other such room items are provided by the host facilities.
5. To provide accurate daily, weekly, monthly, quarterly and other reports which detail program activity and to provide monthly individual meal counts to fulfill the requirements of the National Aging Program Information System (NAPIS), all of which are needed to fulfill federal, state and local reporting requirements.
6. To meet with the Senior Meal Program Director when scheduled to plan and review program activities. These activities would include but not be limited to:
 - (a) Problem identification and resolution
 - (b) Review of options, outreach and marketing
 - (c) Administrative policy review and updates
 - (d) Possible planning of programs and special activities
 - (e) Menu Planning
 - (f) Meeting with other Service Providers/Caterers
 - (g) Attending Nutrition Council meetings

2. Unacceptable Program Activities

Unacceptable program activities include providing services that do not meet all specifications detailed within the Site Supervision Program Specifications/Guidelines.

3. Program Goals and Objectives

Applicants must specify **measurable program objectives** and the **methods** and **time frame** to achieve objectives. They must relate to the proposed program and services. The methods must specify the operational or quantitative steps to accomplish the objectives and measure them. The time frame should indicate when the objectives would be completed. Program objectives should be related to the service areas previously listed. **(Include in Section 2.0 of Exhibit 1)**

4. Program Outcomes

MCDA is strongly committed to administering a Senior Meal Program that is nutritionally effective, attracts increased participation and provides optimal social and educational opportunities for older adults. **Measurable Outcome studies for**

each nutrition site must be conducted to show that the Service Provider is working towards this goal. At least one item (#1, #2, #3 or #4) must be selected to be implemented. (Include in Section 2.0 of Exhibit 1)

- 1. Nutrition Effectiveness:** The nutritional effectiveness of the congregate nutrition program can be measured by evaluating the nutrition surveys completed at registration. Anyone with a score from 5-9 is considered to be “at risk” nutritionally; and those with scores of 10 or higher are considered to be “at high risk” nutritionally. Participants with scores of 5 or higher can be tracked and then asked to take the same survey after participating on the program for at least 3 to 4 months. When a participant first signs up, nutrition education materials related to the questions that “earned points” should be provided. Participants’ “before and after” scores can be compared and a report should be written to evaluate if the nutrition program may have had some positive effect on lowering any nutrition scores.
- 2. Nutrition Education:** The nutritional effectiveness of the program could be measured by evaluating nutritional knowledge and attitudes before and after a presentation on a basic nutrition education topic. Professional staff of the Service Provider or a Nutrition Educator from an outside agency could conduct the presentations. The Service Provider should develop a simple 3 to 4 question quiz to be given to participants before and then after the presentation. After each site has had the presentations, the “before and after” quizzes should be compared by site. Nutrition resources and educational materials should be approved and/or obtained by the MCDA SMP Director when the Service Provider plans to offer these classes. These classes are required minimally once each quarter. The date, number of attendees and subject matter must be reported to MCDA in addition to the unit of services being entered into SAMS .
- 3. Consumer Relations & Client Satisfaction Survey:** An increase in participation and socialization at the nutrition sites could be measured by establishing a group of volunteers at each nutrition site to form a welcoming committee. Members of the committee could create a schedule to pair up any new participants and orientate them to the site and introduce them to others. Some type of invitation, welcoming letter or “gift” could be extended to the new diner encouraging them to come back. Those diners that return to eat “regularly” at the site over the following 3-4 months should be tracked and counted. They should also be surveyed as to why they returned and asked what activities they participate in or friends they have made because of the program, etc. Also, Service Providers may develop a similar-type of outcome project on their own after obtaining approval from the SMP Director.
- 4. Meal Site Assessment: Meal Site Outreach/Viability Assessment:** The provider should continue to work on and develop plans for each meal site which would require an environmental scan, assessment of community needs and the respective meal site’s function in the community, and recommendations regarding the long term goals and roles of the meal site. Provider should also address marketing issues, unique characteristics of the meal site and program development options.

Outcome Reports:

Using the format provided by MCDA, a report on the completion of the outcomes (or progress being made) must be submitted to MCDA by July 1st of the contract year, if the Service Provider is due for an assessment by MCDA. If not, the Service Provider must turn in the final outcome report by the end of the contract year.

4. Personnel

A. General

1. MCDA expects that the Service Provider will submit a **staffing plan** in a **detailed narrative format** that will provide for management, on-site supervision and volunteers utilizing persons trained in food service and aging issues. Persons working in the Senior Meal Program should have experience working with and providing activities for older adults. Applicants must submit a staffing plan, **(Include on Form 3.0 and Form 3.1 in Exhibit 1)** including the job descriptions **(Include in Appendix 1 of Exhibit 1)** for each position involved in the Senior Meal Program receiving full or partial MCDA funds. Applicants must also submit copies of their most recent Personnel Policy Manuals. **(Include as an Appendix of Exhibit 1)**. An organization chart for the program staff and how the staff also relates to the rest of the agency must be submitted. **(Include in Appendix of Exhibit 1)**. As the nutrition sites will only operate from 3 to 4 hours a day, a creative staffing plan that includes use of Senior Center staff, volunteers, on-site supervision staff, part-time professionals and/or part-time office staff could be planned. All job roles must be clearly defined and time requirements must be explained in detail within the narrative of the proposal as well as listed on forms 3.0 and 3.1. Full-time management positions can be planned in, but only for those contracts with multiple sites.
2. Recognition will be given to those programs which will employ older adults age 45 or over in the provision of services.
3. Personnel funded wholly or in part by the MCDA must spend a percentage of their time on contract related activities equal to the percentage of their compensation paid with MCDA funds.
4. Supervision of Site Supervision professional, clerical and supervisory staff must be provided within the structure of the agency. **(Applicants must detail this structure)**.
5. Providers shall advise the MCDA Senior Meal Program Director of all personnel changes as they occur.
6. In the event there is a change and/or a transition of providers, every effort should be made to retain current employees. Include within this proposal any plans for implementing this suggestion if applicable.
7. Volunteers are a vital part of the success of this program. Recognition will be given to those programs that have the ability to successfully

recruit volunteers to assist the site supervisor at each site. A list of reliable Volunteers should also be recruited as site-substitutes that could be paid when called. Recruitment of Senior Aides paid through the Title V should also be considered as a valuable resource to tap for assistance at the sites. Include within the proposal any plans regarding implementation of this suggestion. Volunteers must receive documented on the job training prior to being assigned to the staffing schedule.

8. MCDA grant funds used to pay for any number of employee benefits and salary levels that will fit within the annual funding available. Service Provider's can present within their proposal their own levels of pay and benefit packages for full and part-time employees as their own Agency policies dictate.
9. Before hire or at least after training and probationary periods, personnel providing supervision at nutrition sites must have Restaurant Managers Certification granted through the State of WI or equivalent training as may be offered through the State of WI Senior Meal program office. These classes and fees may be paid out of MCDA grant funds for training purposes. Staff time while attending course may also be paid out of MCDA grant funds.
10. Mileage may be paid out of MCDA grant funds when supervision staff are required to attend agency sponsored trainings or the annual nutrition site supervisors training.

B. Professional Personnel

1. The Program Manager of a site supervision contract should have a college degree and experience working with older adults or experience working in health and human services. A combination of other education and experience may be substituted. Registered Dietitians with management and community programming experience would also have the ability to manage the programmatic and nutritional aspects of the Senior Meal Program.
2. Must possess a valid Wisconsin driver's license, must be insured, and must be willing to use own car. Mileage may be paid out of MCDA grant funds only when management is performing official duties related to the Senior Meal Program.
3. Before hire or at least after training and probationary periods, personnel providing management for the Service Provider and oversight of the meal sites must have Restaurant Managers Certification granted through the State of WI with fees paid for out of the MCDA grant for training and conference purposes. An alternative training for food safety and sanitation and testing may also be offered through materials from the State of WI Senior Meal Program and may be received through contacting MCDA.

C. Site Supervisors

On-Site Supervisors must be directly supervised by provider's management staff that are certified/re-certified in safe food handling and sanitation training.

1. Site Supervisor personnel should have previous food service experience; be knowledgeable in safe and sanitary food techniques and food handling; must be able to maintain records and reports; must be able to work cooperatively, effectively and courteously with older adults, the general public, elected officials and other site visitors.
2. All Site Supervisors that have been hired and have completed their probationary period are also required to complete the certification course/test for food safety and sanitation, or an equivalent as offered by the State of WI Senior Meal Program.
3. Sites may have occasional substitutes that cover shifts at the meal site. These may be Senior Center staff, volunteers, senior aides or paid "volunteers". These substitutes must have appropriate training and oversight from management of the Service Provider in order to complete their shifts as assigned.

Training

- A. All direct program personnel must attend a minimum of six (6) to eight (8) hours per year of formalized in-service training programs that will be mandated by the MCDA. Attendance is mandatory and personnel must be paid for that time, along with mileage as appropriate.
- B. Provider may schedule other appropriate formalized training for direct program personnel. Such training is to be of specific content and meet specific objectives that pertain to the Senior Meal Program. The SMP Director must be consulted prior to training opportunities, if the Service Provider is not certain that the training pertains to the objectives of the SMP. Ongoing training is to include food safety, sanitation and basic nutrition fundamentals as well as health and related topics on aging.
- C. A training log must be kept of in-service training. The log must contain the topics of the training sessions, the date, the name and qualifications of the trainer, the names of the persons attending the training, and the duration of the training.

6. Travel

Any approved travel under this contract shall be at tourist, coach fares, or less than first class unless itinerary or non-availability dictates otherwise. Expenses charged for travel shall not exceed those that have been planned in the budget.

7. Program Organization

1. **In Appendix of Exhibit 1**, applicants must clearly show the lines of responsibility within the proposed program and the relationship of the program to

its parent agency. Applicants must submit an organization chart that delineates those lines of responsibility.

2. Applicants must clearly identify the individual within the program and/or agency who will be:
 - (a) Solely responsible for overall administration of the program;
 - (b) Authorized to sign for the agency and the program;
 - (c) Authorized to receive checks for the program;
 - (d) Responsible for fiscal and budgetary matters;
 - (e) Responsible for data reporting and monthly reporting forms;
 - (f) Responsible for internal monitoring of the program;
 - (g) Responsible for handling consumer and client complaints with respect to program activities;
 - (h) Responsible for the collection, tabulation, recording and depositing of client contributions.

8. Other Program Requirements

Applicants must clearly describe their emergency plan for maintaining the provision of services to older adults through this program in the event of emergency. **(Include in Appendix in Exhibit 1)**

9. Contributions (Include in Section 2.0 in Exhibit 1)

1. Providers agree to provide program users receiving services under this agreement the opportunity to contribute to all or part of the costs of the services provided, on a daily, weekly or monthly basis, in accordance with prevailing MCDA policy. Contributions must be collected in locked cash boxes that will be provided by the MCDA. The collection of the contributions will be done in such fashion as to protect the confidentiality of the contributor(s), as much as possible, and protect the security of the moneys collected. Checks can be made out to the Milw. Co. Senior Meal Program.
2. It is the responsibility of the provider's employee (the site supervisor) to bank the collected contributions at a prearranged banking facility according to the policy approved by MCDA.
3. It is the responsibility of the Service Provider management to properly encourage and solicit donations according to MCDA policies through campaigns, posters, brochures and verbal reminders.

10. Applicant Requirements

All applicants must have as a minimum, the capabilities listed herein, and the proposal submitted must reflect in detail the inclusion of these services as well as the degree of expertise in utilizing these capabilities.

- A. The successful applicants must operate out of his/her facilities located within the geographical boundary of Milwaukee County with offices situated in a location readily accessible.

- B. The successful applicants shall be equipped with all necessary furnishings, office equipment, supplies, and related items necessary to conduct operations to fulfill the contract requirements.
- C. The successful applicants must have trained personnel to perform the requirements of this proposal.
- D. The successful applicants must have written personnel policies, which conform to local, state, federal, and other prevailing legislation regarding employment in publicly funded programs.
- E. The successful applicants must have written fiscal policies that conform to local, state, federal and other prevailing legislation and requirements.
- F. The successful applicants must have the ability to maintain all participant and program records. Applicants must submit monthly reports to the MCDA by the fifth working day of the following month.

11. Billings and Reporting

This program will be funded as a Grant Contract where the provider is only reimbursed for the actual expenses incurred in operating the program and providing the service for which the contract has been awarded.

- A. Providers must submit to the MCDA a monthly invoice for services provided along with the Service Report by the fifth working day of the following month. The monthly invoice for services needs to have original documentation for all reported expenses to be kept on file with the agency. This includes but is not limited to payroll records detailing hours worked during the month, the rate of compensation, fringe benefits, etc., along with detail of any and all “indirect” or “administrative” costs. The MCDA Nutrition Coordinator will have a right to inspect these documents at any reasonable time.
- B. Providers must ensure that all the Daily Activity Reports from the previous week are submitted to MCDA by the following Monday in order that MCDA can verify the catering bill(s) received.
- C. Providers are required to implement the National Aging Program Information System (NAPIS) to fulfill state and federal reporting requirements. This would include providing monthly individual meal counts for SAMS.
- D. Providers are required to provide monthly documentation on program activities as directed by MCDA.

- E. Providers are required to use the forms and/or format as directed or provided by the MCDA for the daily, weekly, quarterly, monthly, and yearly reports required. The reports required will be determined by the MCDA and include reports such as monthly volunteer hours, on site inspection reports, registration and annual re registration forms, take out meal authorization forms, menus two weeks prior to implementation, site closing reports, etc.

12. Criteria for Selection of Agencies

Agencies wishing to be considered as applicants for MCDA funding to provide Site Supervision Services to Milwaukee County Nutrition sites must meet the following criteria:

- A. To be eligible to provide services under this program, applicants must be legally incorporated under the laws of the State of Wisconsin and have as its primary purpose or business, the provision of services to older persons.
- B. Applicant agencies should have an established track record of providing quality services to Milwaukee County residents. Preference will be given to applicants with an established track record of providing Site Supervision services to older adults.
- C. Applicants must have the capacity to directly provide for the program activities included in the Site Supervision Program/Specification Guidelines. Applicants who intend to subcontract for any of the listed program activities must declare their intent to do so in their application and must receive express approval from the MCDA before entering into contractual agreements for such purposes.
- D. Preference will be given to those applicants that are deemed as having the appropriate administrative abilities to manage the corresponding number of nutrition sites as applied for.
- E. During the term of this contract, site supervision agencies and their staff shall not be meal providers or employed as catering staff, if the caterer is on site. Site supervision agencies and their staff must act as separate monitors of the caterer for the Senior Meal Program to insure that quality is not compromised; and that reports are accurate as to the number of the meals ordered and served; and that the total number of meals billed to the MCDA is correct.
- F. Program Managers of applicants **must** have access to a fax machine, computer hardware, printers and software programs such as Microsoft Excel and Word; and **must** have the capability to receive and submit communications and reports

via e-Mail with the MCDA. **Include within the proposal a list of the above mentioned items.**

13. Response Preparation and Submission

- A. Failure by an applicant to respond to a specific requirement will be the basis for elimination for consideration during the County's comparative evaluation. Milwaukee County reserves the right to accept or reject any (or all) proposals.
- B. Applicants may be required to make an oral presentation and answer questions to clarify his/her proposal. In addition, an on-site inspection of applicant(s) facilities may be made prior to award in order for the County to determine if the contractor is fully capable of providing the services described herein.
- C. If, during the evaluation process, the County is unable to assure itself of an applicant's ability to perform under the contract if awarded, the County has the option of requesting from the applicant any information, which the County deems necessary to determine the applicant capabilities. If such information is required, the applicant will be so notified and will be permitted five working days to submit the information required.
- D. If the information submitted by an applicant, or available from other sources, is insufficient to satisfy the County as to the applicant's ability, the County may ask for additional information or reject the proposal and select another proposal from the responsible applicants. The County's determination of an applicant's abilities, for the purposes of this request shall be final.

14. References

Each applicant must include in his or her proposal, a list of three (3) references that will substantiate their ability to provide the administrative and service needs detailed herein.

15. Provider Information

Applicants are to provide such information and detail about their agency as to provide Milwaukee County with the broadest perspective. This information is to include but not be limited to such factors as length of time in operation, professional qualifications, professional memberships, etc.

16. Termination of Purchased Services

- A. The provider may discontinue providing purchased services during the course of this agreement for any reasons, provided thirty (30) days' advance written notice is furnished to the Department.
- B. With thirty (30) days notice, the Department may discontinue purchasing services from the provider during the course of this agreement when for

good and sufficient reason, the Department determines that the provider is not providing the type and quality of purchased service specified within this agreement. Written notice by certified mail to the provider is required by the Department prior to a discontinuance of purchased services.

- C. It is expressly understood and agreed that the parties' rights and obligations hereunder are conditional upon securing the approval and funding of the necessary local, state, and federal authorities for the purchase by the Department of the purchased services herein above specified. It is further understood and agreed that in the event that funding or reimbursement to the Department from local, state and federal sources is not obtained and continued at an aggregate level sufficient to allow for the purchase by the Department of the indicated quantity of purchased services, the obligations of each party hereunder shall be terminated forthwith upon written notice to the provider by the Department, provided that any termination of this agreement shall be without prejudice to any obligations or liabilities of either party already accrued prior to such termination.

17. Reduction of Purchase Services

In the event it becomes necessary to reduce the days of operation of the congregate sites because of budgetary restraints, corresponding reductions may be made in personnel services for both site supervision staff, as well as administrative staff of the contract agency.

18. Contract

The contract for this service will consist of the Purchase Agreement, (the standard MCDA Purchase Agreement Contract), along with any attachments deemed necessary for implementation of the site supervision services.

19. Contract Extensions

A contract for Nutrition Site Supervision at Milwaukee Christian Center will be awarded for the period of January 1, 2014 to December 31, 2014. Should the program be eligible for Administrative Renewal, any contract extension will be contingent upon satisfactory performance of the service provider, the willingness of the provider to extend the contract, the inclusion of sufficient funding in the Adopted County Budget for the year the contract is extended, and authorization by the Milwaukee County Board of Supervisors and/or County Executive.

20. Insurance

Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:

1. General liability
2. Automobile liability
3. Worker's compensation, including a waiver of subrogation
4. Employee dishonesty

5. Milwaukee County listed as an additional insured

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, and provides certificate(s) of insurance that include all items listed above.